

GENERAL GUIDANCE AND INFORMATION

This Guidance is to assist Southern Area Lakes with the implementation of the day use fee and camping fee waiver for service persons on temporary leave from Iraq.

Applicability: This general guidance applies to all projects within the Southern Operations Area, Sacramento District, Construction-Operations Division.

References: Memorandum, November 13, 2003, Iraq R&R Recreation Day Use Fee and Camping Fee Waiver

Goals:

- Make the fee waiver program user friendly.
- Minimize public confusion

Program Management:

- Servicepersons on R&R shall show identification and leave orders to obtain waiver.
- Waiver shall be extended to all immediate and extended family traveling with service personnel.
- Waiver shall be for day use and camping fees. This waiver only applies while the service member is present.
- Reservations made at the park can be adjusted to a zero balance using the "FEE Button" in the customer information area of the park office software. See Appendix A.
- Rangers can issue park visitor passes for day use customers with leave orders. Visitor passes are to be posted on the dash of service personnel's vehicle.
- Projects will post notices about the fee waiver on all self pay stations. See Appendix B.
- Continue implementing current Visitor Assistance program. Warnings are to be destroyed if service personnel with proper identification and orders are cited. Citations shall be used for repeat violators not on military leave

Appendix A

Iraq Fee Waiver NRRS Procedures

The following is an outline of the recommended procedures that parks should use to check in and register a service person on R&R from Iraq. The only COE personnel that will be able to check in soldiers on R&R will be those who belong to the Data Base Administrator (DBA) security group in Park Suite. To verify what security group you belong to, log into Park Office. After you select the “Live” database and input your passwords, a window will pop up and say “Loading security template for DBA”. If it says anything else besides “DBA”, then you will not be able to perform these functions. Patrol Rangers and campground hosts should not be able to perform these functions or belong to the DBA security group.

1. Before you begin checking in the camper, verify that he/she is on R&R from Iraq. You must verify their leave papers with a picture ID. If they do not have leave papers, we will not be able to waive the fee.
2. There is only one way in which we will process the fee waiver and that is during a “Walk-in” registration. Perform the camper check-in/registration like normal until you get to the “Registration/Reservation Information” window.

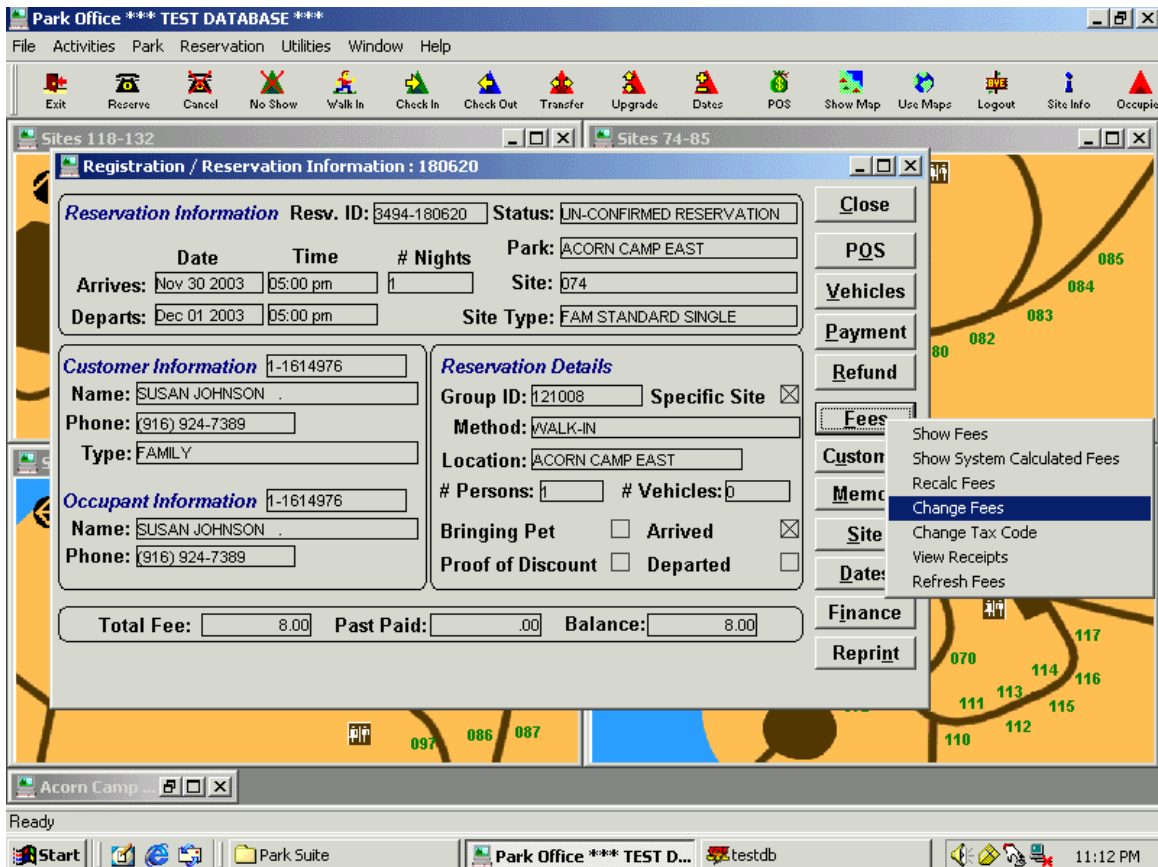
The screenshot displays the 'Park Office' software interface, titled '*** TEST DATABASE ***'. The main window is 'Registration / Reservation Information: 180620'. It contains several sections for data entry:

- Reservation Information:** Resv. ID: 8494-180620, Status: UN-CONFIRMED RESERVATION, Park: ACORN CAMP EAST, Site: D74, Site Type: FAM STANDARD SINGLE.
- Customer Information:** Name: SUSAN JOHNSON, Phone: (916) 924-7389, Type: FAMILY.
- Occupant Information:** Name: SUSAN JOHNSON, Phone: (916) 924-7389.
- Reservation Details:** Group ID: 121008, Method: WALK-IN, Location: ACORN CAMP EAST, # Persons: 1, # Vehicles: 0, Bringing Pet: ☐ Arrived: ☒ Proof of Discount: ☐ Departed: ☐.
- Financial Summary:** Total Fee: 8.00, Past Paid: 00, Balance: 8.00.

On the right side, there is a vertical menu with buttons: Close, PQS, Vehicles, Payment, Refund, Fees, Customer, Memos, Site, Dates, Finance, and Reprint. The background of the window shows a map of the Acorn Camp area with numbered sites (e.g., 080, 082, 083, 084, 085, 069, 070, 111, 112, 113, 114, 115, 116, 117, 097, 086, 087).

The taskbar at the bottom shows the 'Start' button, 'Park Suite' folder, and the 'Park Office *** TEST DAT...' application window. The system clock indicates 11:10 PM.

- On this window, click on the “Fees” button. A drop down menu will appear. Select “Change Fees.”



- A “Change Fees” widow will now appear. In this window, find the “Usage Fee” field and change it to zero dollars (\$0). This field is highlighted blue and has \$8 written in it in the picture below.

The 'Change Fees : Reservation 180620' window displays two columns of fees: 'Original Fees' and 'New Fees'. The 'Usage Fee' field in the 'New Fees' column is highlighted in blue and contains the value 8.00. The 'Total Fee' for both columns is 8.00. The 'Save' and 'Close' buttons are at the bottom.

| Original Fees | New Fees |
|---------------------|---------------------|
| Reservation Fee: 0 | Reservation Fee: 0 |
| Transfer Fee: 0 | Transfer Fee: 0 |
| Admin Fee: 0 | Admin Fee: 0 |
| Cancellation Fee: 0 | Cancellation Fee: 0 |
| Usage Fee: 8.00 | Usage Fee: 8.00 |
| Other Fee: 0 | Other Fee: 0 |
| Other Tax: 0 | Other Tax: 0 |
| Tax Total: 0 | Tax Total: 0 |
| Discount Fee: 0 | Discount Fee: 0 |
| Total Fee: 8.00 | Total Fee: 8.00 |

5. Click the “Save” button and ensure that the “Total Fee” is zero dollars (\$0).

| Change Fees : Reservation 180620 | |
|----------------------------------|-----------------------|
| Original Fees | New Fees |
| Reservation Fee: 0 | Reservation Fee: 0.00 |
| Transfer Fee: 0 | Transfer Fee: 0 |
| Admin Fee: 0 | Admin Fee: 0 |
| Cancellation Fee: 0 | Cancellation Fee: 0 |
| Usage Fee: 0 | Usage Fee: 0 |
| Other Fee: 0 | Other Fee: 0 |
| Other Tax: 0 | Other Tax: 0 |
| Tax Total: 0 | Tax Total: 0 |
| Discount Fee: 0 | Discount Fee: 0 |
| Total Fee: 0.00 | Total Fee: 0.00 |
| <div>Save Close</div> | |

6. Click the close button and finish checking in the camper like normal. Park Office will not tell you there is a payment outstanding and it will not request you collect any fees.

Appendix B



Attention Active Military



If you are on R&R from duty in Iraq,
please enjoy your visit without charge.

Thank you for your service.

In order to take advantage of this option you must have
your R&R orders and ID in possession, and you must be present.

Please contact the first Ranger you see and they will provide you a pass
for you and your entire party. Display this pass on the dash of your vehicle.